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Baggenstoss et al.

) Examiner: Nguyen, Quynh H.

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) Art Unit: 2642

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December 11, 2003

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For:

Managing the Selection of Performance

Interventions in A Contact Center

INFORMATION DISCLOSURE STATEMENT

Mail Stop Amendment Commissioner for Patents P. O. Box 1450 Alexandria, VA 22313-1450

Sir:

The citation of information on the attached Form PTO-1449, "List of Art Cited by Applicant" is made pursuant to 37 C.F.R. §§ 1.56, 1.97, and 1.98. Applicants have not enclosed a copy of any cited U.S. patents or U.S. patent application publications. Applicants have enclosed a copy of each cited foreign patent document and non-patent literature.

The citation of this information does not constitute an admission of priority or that any cited item is available as a reference, or a waiver of any right the applicant may have under applicable statutes, Rules of Practice in patent cases, or otherwise.

Respectfully submitted,

Robert T. Neufeld

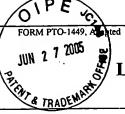
Reg. No. 48,394

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LIST OF INFORMATION DISCLOSED BY APPLICANT

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